

**Title 4 – DEPARTMENT OF ECONOMIC DEVELOPMENT**  
**Division 240 – Public Service Commission**  
**Chapter 32 – Telecommunications Service**

**EMERGENCY RULE**

**4 CSR 240-32.180 Definitions – Caller Identification Blocking Service**

*PURPOSE:* This rule defines terms used in section 4 CSR 240-32.190

*EMERGENCY STATEMENT:* This emergency rule is necessary to protect the health, safety and welfare by establishing uniform standards and procedures to be followed by all telecommunications companies statewide in providing caller identification blocking service. Although telecommunications companies currently provide call blocking services to prevent the telephone number and identity of a caller from being displayed on the telephone of the called party, the call blocking procedures are not uniform throughout the state, and the commission recently has received information from individuals representing domestic violence shelters that some calls of a sensitive nature are not being blocked as intended. When such sensitive calls placed by law enforcement agencies or domestic violence intervention agencies to persons in distress or in need of emergency assistance are not blocked as intended, the identity of the caller may be unintentionally revealed to a person who has access to the called party's telephone and who desires to harm the called party. This creates a danger to the safety of the called parties in such circumstances and impedes the efforts of law enforcement agencies and domestic violence agencies. Because of this situation, the commission finds an immediate danger to the health, safety and welfare and a compelling governmental interest which requires this emergency action. In taking this action, the commission believes that it has used procedures best calculated to provide fairness to all interested persons and parties under the circumstances due to the fact that an essentially similar rule has been circulated for industry review and comment as part of a larger regular rulemaking on company information exchanges. Further, this emergency rule will have no fiscal impact on any state agency, and will have very little or no fiscal impact on any telecommunications company, business or individual. The scope of this emergency rule is limited to the circumstances that created the emergency and that require emergency action, and the rule complies with the protections extended in the **Missouri** and **United States Constitutions**. A proposed rule covering the same material will be published in a forthcoming edition of the **Missouri Register**. This emergency rule was filed September 26, 2003, effective October 6, 2003, and expires April 3, 2004.

- (1) Caller Identification – A service providing for a caller's originating telephone number to appear through the use of a display box at the called party's location.
- (2) Per-Line Blocking – A service providing for an originating telephone number to be blocked from appearing on a display box at the called party's location. Per-line blocking is accomplished without the need of the caller to dial an access code.

*AUTHORITY:* sections 386.040, 386.250 and 392.200, RSMo 2000. Emergency rule filed September 26, 2003, effective October 6, 2003, expires April 3, 2004.

**Title 4 – DEPARTMENT OF ECONOMIC DEVELOPMENT**  
**Division 240 – Public Service Commission**  
**Chapter 32 – Telecommunications Service**

**EMERGENCY RULE**

**4 CSR 240-32.190 Standards for Providing Caller Identification Blocking Service**

*PURPOSE:* The purpose of this rule is to set forth standards to be followed for Caller Identification Blocking Service.

*EMERGENCY STATEMENT:* This emergency rule is necessary to protect the health, safety and welfare by establishing uniform standards and procedures to be followed by all telecommunications companies statewide in providing caller identification blocking service. Although telecommunications companies currently provide call blocking services to prevent the telephone number and identity of a caller from being displayed on the telephone of the called party, the call blocking procedures are not uniform throughout the state, and the commission recently has received information from individuals representing domestic violence shelters that some calls of a sensitive nature are not being blocked as intended. When such sensitive calls placed by law enforcement agencies or domestic violence intervention agencies to persons in distress or in need of emergency assistance are not blocked as intended, the identity of the caller may be unintentionally revealed to a person who has access to the called party's telephone and who desires to harm the called party. This creates a danger to the safety of the called parties in such circumstances and impedes the efforts of law enforcement agencies and domestic violence agencies. Because of this situation, the commission finds an immediate danger to the health, safety and welfare and a compelling governmental interest which requires this emergency action. In taking this action, the commission believes that it has used procedures best calculated to provide fairness to all interested persons and parties under the circumstances due to the fact that an essentially similar rule has been circulated for industry review and comment as part of a larger regular rulemaking on company information exchanges. Further, this emergency rule will have no fiscal impact on any state agency, and will have very little or no fiscal impact on any telecommunications company, business or individual. The scope of this emergency rule is limited to the circumstances that created the emergency and that require emergency action, and the rule complies with the protections extended in the **Missouri** and **United States Constitutions**. A proposed rule covering the same material will be published in a forthcoming edition of the **Missouri Register**. This emergency rule was filed September 26, 2003, effective October 6, 2003, and expires April 3, 2004.

(1) All telecommunications companies shall provide per-line blocking for federal, state, and local law enforcement agencies and private, nonprofit, tax-exempt domestic violence intervention agencies, and the employees of these agencies who have a need for such blocking pursuant to their employment. A telecommunications company shall enable per-line blocking within a reasonable time after a request from such an agency. A telecommunications company

may determine whether the request has been made by a law enforcement or domestic violence intervention agency.

(2) No telecommunications company shall charge any fee for per-line caller identification blocking for authorized federal, state, and local law enforcement agencies and private, nonprofit, tax-exempt domestic violence intervention agencies, and the employees of these agencies who have a need for such blocking pursuant to their employment.

*AUTHORITY: sections 386.040, 386.250 and 392.200, RSMo 2000. Emergency rule filed September 26, 2003, effective October 6, 2003, expires April 3, 2004.*